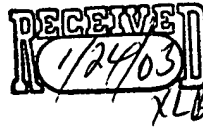


Official

FILED VIA FACSIMILE



PATENT APPLICATION
Docket No. 13768,122

#5/~~A~~ N.E.
P. Co. Hos
1-28-83

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Milan M. Shah, et al.

Serial No.: 09/464,348

Conf No.: 7423

Filed: December 15, 1999

**For: METHODS AND SYSTEMS FOR END-USER
EXTENSIBLE ELECTRONIC MAIL**

Examiner: Barbara N. Burgess

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AMENDMENT "A"

Box RESPONSES

NO FEE

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

Responsive to the Office Action dated September 25, 2002, (paper No. 6), Applicant respectfully requests entry of the following amendments and reconsideration of the pending claims in view of the matters discussed with the Examiner during the Telephonic Interview held on January 24, 2003, and the further remarks herein. A Petition For Extension of Time has been included with this Amendment to extend the period for reply for one (1) month, from December 25, 2003 until January 25, 2003.

In the Claims:

Please cancel claims 2-8, 13-19 and 23-32 without prejudice.